ADS User Forum minutes

ADS User Forum - June 3, 2020

- **Claiming Update**
  - Wrapping up April 2020 claim.
  - Claims Correction Spreadsheet (CCS) – Processed as received.
  - Reminders:
    - Please continue to check Modifiers, by running the "Services with Modifiers Report" monthly. Make sure it is entered correctly (no space, all caps, no periods)
    - Enter address for all clients including CAL OMS clients in Update Client Data form. If client does not have an address, input the clinic address. If the client is homeless, please make sure to enter HOMELESS in all caps and enter a legitimate zip code.
    - Other Health Care (OHC) – Please enter the OHC policy number in Subscriber Policy # field in Financial Eligibility. Do not enter the CIN number for OHC. (**See OHC policy number attachment**)
- **Avatar Maintenance and Support Updates**
  - The Release Document will be posted on our website in the Release Information section at the following link– https://dhs.saccounty.net/BHS/Avatar/Pages/GI-Support.aspx
  - Client Charge Input Import – This functionality gives providers who are using their own Electronic Health Record the ability to submit a file with the required data elements to Sacramento County instead of staff manually entering the services into the Client Charge Input and Recurring Client Charge Input forms in Avatar. We are LIVE with this process. If your agency is interested in using this functionality, please email us at Avatar@saccounty.net and cc your Sacramento County Contract Monitor.
- **Avatar Training**
  - We are continuing to offer virtual trainings via Skype for Business for the following:
    - ADS CWS
    - ADS Practice Management
  - Please take a minute to go to our website to see the updated training schedule prior to submitting your Avatar account/ training registration form - https://dhs.saccounty.net/BHS/Avatar/Pages/GI_Avatar_Training.aspx

In order for class attendees to participate in these trainings, the **User** and the **Authorized Approver** both must sign the Avatar Account/Training Registration form prior to registration. In addition, the trainee must have a valid e-mail address and access to a computer with internet access, and Skype for Business. Copies of the power point slides and class handouts will be provided prior to the training with the training confirmation email and included with the invitation to the Skype meeting via the e-mail address provided on the training registration form. We recommend that trainees download Skype for Business prior to the scheduled training. The Avatar Team will not have the ability to trouble shoot if a user can't login to the Skype meeting on the date of training. If a trainee is not able to login at the start of the scheduled training, they will be asked to reschedule for the next available training.

In order to gain access to the system, trainees must pass a short quiz. Once we have verified attendance in the virtual training and a passing the quiz, we will send the Avatar credentials to the attendee via e-mail form the Avatar Training Registration box.

- Additional Avatar Clinical Workstation forms Go-LIVE – As we have been discussing we are moving forward with updating the Avatar system so that ADS providers can start use it to do additional documentation. We are currently working with Sacramento County ADS Program staff to make the needed updates. We hope to Go-LIVE using these forms in the Fall so a Go-LIVE training schedule will be coming.

The next ADS Avatar User Forum is scheduled for Wednesday July 22, 2020 from 2:00PM – 3:30PM. Please feel free to send any agenda items you would like to cover at this or future meetings.

Thank you,

Avatar team

Avatar Billing is receiving an overwhelming number of denial EOBs every month after we claim OHC.

Upon review of those denials, it was discovered that the majority of the denials were due to an incorrect policy number. Many of the healthcare insurers (OHC) strictly require a policy number and do not accept CIN or SSNs.

Amongst those healthcare insurers is **Anthem Blue Cross (Medicare Risk HMO)** or **Guarantor 161**. Please see a sample of the card below, and the policy number starts with an Alpha prefix and a number such as ***ABC123A12345.***
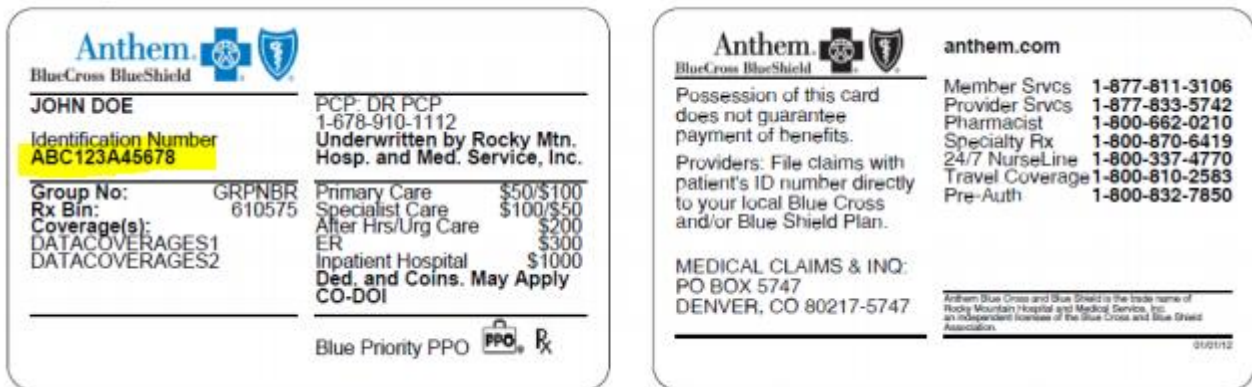
Please use OHC policy number in financial eligibility to avoid denials and ensure timely adjudication of your services.

If you have any questions, please don't hesitate to contact us at Avatar-Fiscal@saccounty.net